



**Commission on Aging
Long Term Care Ombudsman Report
February 8, 2022**

- 1) The Ombudsman program continues to provide advocacy in long term care settings. With the increase in COVID cases, advocacy may be conducted over the phone or using video applications. Ombudsmen are calling facilities prior to visiting to check for current outbreak status. The Ombudsman program is functioning with a 50% vacancy rate for staff. This has posed challenges for the program. The State Ombudsman and supervisors, have a caseload to assist staff.
- 2) Cases statistics for December 2021:
127 cases opened statewide
 - Carson District 10 cases
 - Elko District 1 case
 - Vegas District 90 cases
 - Reno District 26 cases
- 3) CMS updated visitation guidance for skilled nursing facilities on January 6, 2022.
 - Nursing Home Visitation FAQs: [Nursing Home Visitation FAQs \(cms.gov\)](https://www.cms.gov/nursing/visitation/faq)
 - Infographic for visitation: [How to Safely Conduct Visits to Nursing Homes \(cms.gov\)](https://www.cms.gov/nursing/visitation/infographic)
- 4) The Ombudsman program is working on marketing strategies to inform the public and residents about the Long Term Care Ombudsman program in hopes to increase resident access to the program. In October, the Ombudsman program was featured on the show Aging and Awesome and the focus was on Resident's Rights. You can watch the video here: <https://youtu.be/PxSeCfHOTwo>
- 5) The State Ombudsman is collaborating with the ADSD Chief Rights Attorney to create and present a discharge appeal training to the legal assistance providers in the state. This training will provide attorneys with these organizations the tools to effectively represent the residents who appeal discharges from skilled nursing facilities.

Ombudsman Helpline Number-1-888-282-1155